13: Programs: Vocational Rehabilitation

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Accessibility Note: This chapter is organized with a table of contents that links directly to each section.

- Keyboard-only users may press the Enter key on any entry in the table of contents to go directly to that topic. Press Alt+Left Arrow to return to the table of contents.
- JAWS screen reader users may enable Quick Key Navigation (JAWS Key+Z) and then press the H key to jump by topic through the document. (The Insert key is the JAWS Key by default.)

Note: This chapter covers topics specific to the Vocational Rehabilitation Management Program module. There are many other commonly used workforce system functions used by VR staff that are only referenced here, for example, searching for individuals to assist or entering case notes. Please refer to the user guide table of contents to find other relevant chapters and topics.
Vocational Rehabilitation Program Overview

Vocational Rehabilitation (VR) programs are state-administered, federally funded programs designed to provide services for individuals with physical or mental disabilities so they can prepare for and engage in competitive, integrated employment with the eventual goal of achieving economic self-sufficiency. Eligible individuals are those who have a physical or mental impairment that results in a substantial impediment to employment and who can benefit from VR services for employment.

The Vocational Rehabilitation program module provides all the necessary case management tools to efficiently and effectively manage an individual’s case progress from application to closure, including:

- Case Note Summary and Management
- Document Management
- Activities Tracking
- Voucher Management
- Federal Reporting
Case Status Workflow

The VR program module follows a “Case Status” process workflow from referral to closure. Each Case Status has a numeric value assigned that represents a different stage within the program and requires specific steps and documentation to move to the next Case Status (see figure below).

The module is designed so that when all required data is obtained and all criteria have been met for a particular step in the workflow, the system will set the next Case Status and generate one or more work items.
Work Item Queue

VR staff are notified via alerts and work items when certain activities are undertaken that require staff action. This includes registrations, applications, plan approvals, and eligibility.

To access your work item queue:

- From the My Staff Workspace menu group, click **My Staff Resources > My Work Items** (see figure below).

  ![My Work Items Option on the My Staff Workspace Menu](image)

The My Queue page displays with work items assigned to you and to a Group Queue. Items that are due today or are overdue, have red Due Dates (see figure below).

  ![My Queue Work Item Listing Page](image)

From their work queue, staff can:

- Filter results by clicking the **Show Filter** link and sort results by clicking on a column heading.
- View or edit an item by clicking the **Edit** link or its Work Item ID number link.
Work on an item by editing/viewing it (see above) and then clicking the Work on this Work Item link at the bottom of the Edit Work Item page (see figure below).

Delete an item by clicking the Delete link.

Case Status Codes

There are typically 21 different Case Status classifications defined by even numbers from 00 to 38, which signify progress and decision points in the VR process.

The system can issue alerts if there are required time frames associated with the next Case Status and provide a manual override to allow staff with appropriate privileges to change a Case Status.

The table below lists the most common Case Status codes that indicate where the client is in the VR workflow process.

Note: Each site will have its own business rules governing Vocational Rehabilitation administration and workflow, thus the status codes for your site may vary from those described here.

<table>
<thead>
<tr>
<th>VR Status Code and Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>00 Referral</td>
<td>First contact date or initial contact with or without case assignment</td>
</tr>
<tr>
<td>01 Pre-Employment Transition Services</td>
<td>For Students ages 14-21 who have not completed a VR application and have not been determined eligible for VR Services</td>
</tr>
</tbody>
</table>
| 02 Applicant             | Completes Application with Signature  
Completes Orientation  
Completes ROIs (Release of Information) for information  
Client Rights Handbook  
Disclosure Notice |
<table>
<thead>
<tr>
<th>VR Status Code and Title</th>
<th>Description</th>
</tr>
</thead>
</table>
| 04 VR Status Code and Title | Data collection  
Review of data |
| **04** When Order of Selection (OOS) enacted, placed on Eligible Wait List | Eligibility determined  
No funding available to provide services  
Placement on OOS Wait List by Priority Status (1, 2, 3) and Date of Placement |
| **06** Extended Evaluation  
Additional input required to determine if individual can benefit in terms of employment outcome from VR services | Assessments  
Trial Work Experience  
On the Job training  
Community Based Situational Assessment  
Supported Employment  
Medical/Psychological Assessment  
*Completed Prior to Eligibility Determination |
| 08 Closed | Closed from (02) Applicant/No services initiated/Client withdraws  
Closed from (06) Extended Evaluation  
Ineligibility Determination  
Must provide Appeals Process information to consumer |
| **10** Plan Development (Eligible - No Wait List) | Individualized Plan for Employment (IPE) development.  
Employment Goal  
VR Counselor documented impediments to employment and outlined services needed  
Provider details |
| **12** IPE Complete | Individualized Plan for Employment (IPE) signed by the client and VR Counselor |
| **14** Counseling | The VR Process  
Roles/Responsibilities, Expectations  
Policies/Procedures  
Review decisions and possible outcomes affecting the individual  
Assessment  
Transportation  
Support Services and referral to other agencies/programs  
Self-Advocacy  
Understanding/Following Medical advice  
Personal Adjustment Counseling |
| **16** Restoration | Medical Treatment  
Surgical  
Psychiatric  
Therapeutic treatment |
<table>
<thead>
<tr>
<th>VR Status Code and Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prosthetic Appliances</td>
<td></td>
</tr>
<tr>
<td>Hospitalization</td>
<td></td>
</tr>
<tr>
<td>Convalescent Care</td>
<td></td>
</tr>
<tr>
<td>Nursing Services</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>18 Training</td>
<td>Receiving training from:</td>
</tr>
<tr>
<td></td>
<td>• Private/Public School</td>
</tr>
<tr>
<td></td>
<td>• Commercial or Industrial establishment with employment conditions</td>
</tr>
<tr>
<td></td>
<td>• Personal/Social Adjustment Training</td>
</tr>
<tr>
<td></td>
<td>• Work Adjustment Training</td>
</tr>
<tr>
<td></td>
<td>• Rehabilitation Teacher Training</td>
</tr>
<tr>
<td></td>
<td>• Other Training</td>
</tr>
<tr>
<td>20 Ready for Employment</td>
<td>Completed Work Readiness Preparation</td>
</tr>
<tr>
<td></td>
<td>Once the individual's employment actually begins</td>
</tr>
<tr>
<td>22 In Employment</td>
<td>Individual has entered employment</td>
</tr>
<tr>
<td>24 Service Interruption</td>
<td>A case is moved into this status when an interruption of services is to occur while the client is in Status 14, 16, 18, 20 or 22</td>
</tr>
<tr>
<td></td>
<td>A case leaving this status could return to the same status from which it was moved into Status 24 or may be moved into:</td>
</tr>
<tr>
<td></td>
<td>• Status 16 if physical/mental Restoration services are needed</td>
</tr>
<tr>
<td></td>
<td>• Status 18 if Rehabilitation Training is needed</td>
</tr>
<tr>
<td></td>
<td>• Status 20 if the individual is requesting placement services only</td>
</tr>
<tr>
<td></td>
<td>The IPE will be amended when necessary to reflect any significant change in service</td>
</tr>
<tr>
<td>26 Closed, Rehabilitated</td>
<td>Completed IPE services</td>
</tr>
<tr>
<td></td>
<td>Individual must maintain continuous employment for 90 days in any of the following scenarios:</td>
</tr>
<tr>
<td></td>
<td>• Entering or retaining full-time or part-time competitive employment in the integrated labor market</td>
</tr>
<tr>
<td></td>
<td>• Satisfying the vocational outcome of supported employment</td>
</tr>
<tr>
<td></td>
<td>• Satisfying any other vocational outcome RSA may determine to be appropriate (including self-employment, telecommuting, or business ownership)</td>
</tr>
<tr>
<td>28 Closed, Other Reasons After Individualized Plan for Employment Initiated</td>
<td>Unable to achieve the vocational goal after having received at least one planned VR service</td>
</tr>
<tr>
<td>30 Closed, Other Reasons Before Individualized Plan for Employment Initiated</td>
<td>IPE development incomplete</td>
</tr>
<tr>
<td></td>
<td>IPE completed, incompletion circumstances outlined</td>
</tr>
</tbody>
</table>
### VR Status Code and Title

<table>
<thead>
<tr>
<th>Description</th>
<th>Status Code and Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify persons not rehabilitated</td>
<td>(from Statuses 10 and 12 only)</td>
</tr>
<tr>
<td>Case has been closed as Successful (met 90 day placement requirement)</td>
<td>32 Receiving Post-Employment Services</td>
</tr>
<tr>
<td>Case is reviewed</td>
<td></td>
</tr>
<tr>
<td>Either it is reopened and additional (Post Employment) services that are limited in scope are added to the IPE to maintain employment, or</td>
<td></td>
</tr>
<tr>
<td>If services are extensive, a new IPE may be required (see Status 36)</td>
<td></td>
</tr>
<tr>
<td>An individual is moved into Status 34 when:</td>
<td>34 Post-Employment Services Completed: Employment Maintained</td>
</tr>
<tr>
<td>Services which required the need for post-employment are successfully completed</td>
<td></td>
</tr>
<tr>
<td>Determined that post-employment services cannot maintain the individual in employment</td>
<td></td>
</tr>
<tr>
<td>A case has been reopened</td>
<td>36 Post-Employment Services Discontinued: Case Reopened</td>
</tr>
<tr>
<td>Determined that services will not be provided, as Individual may have decided they do not or cannot wait for wait list to open</td>
<td>38 Closed From Pre-Services (from status 04 Order of Selection only)</td>
</tr>
</tbody>
</table>

### Vocational Rehabilitation Case Management Functions

Vocational Rehabilitation case management functions allow VR staff to:

- Manage individuals’ registration and application processes
- Determine VR program eligibility
- Create Individualized Plans for Employment (IPE)
- Enroll participants in activities and services and track progress
- Manage funding, vouchers, payments, and invoices (optional)

These activities are described in this chapter. For other supporting functions, such as managing individuals, employers, and partners; reporting; messaging; and more, please see pertinent chapters in this guide.

### Completing a Quick Registration

The VR Quick Registration is available to VR counselor staff assisting individuals. This registration gathers limited data elements in order to begin the VR process. Once a quick registration has been completed, the system issues both an alert and a work item for staff, indicating an Individual Quick Registration has been submitted. The data elements collected during the Quick Registration are pre-populated into the full system registration and VR application fields.

#### To complete a quick registration for an individual:

1. From the Services for Vocational Rehabilitation Staff menu in the left navigation panel, click **Manage Individuals**  ▶️ **Create Quick Registration** (see figure below).
Create Quick Registration Menu Option

The Quick Registration entry form displays (see figure below).

Quick Registration Entry Form

Note: Required fields are marked with a red asterisk (*). To get more information about a page and its fields, click the information icon 🔄. Blue text on a page provides other helpful information.

2 Enter a User Name and Password for the client, following the on-screen rules in blue text. Confirm the password by re-typing it.

   Note: Passwords must be between 8-20 characters and include at least one uppercase letter, one lowercase letter, one number, and one special character. Allowable characters are # @ $ % ^ . ! * _ +

3 Enter the client’s First Name, Last Name, and Middle Initial, if applicable.

4 If required, enter and re-enter the client’s Social Security Number, without any dashes.

5 Enter their Primary Phone number, Residential Address, and Mailing Address.
Note: If the mailing address is the same as the physical address, click the **Use residential address** checkbox. If the mailing address can be validated against U.S. Postal Service records, a blue “standardized” confirmation message will appear; if it cannot be standardized, a red message will appear. In this case, validate with the client that it was entered correctly.

6 In the Demographic section, enter the client’s **Date of Birth** and **Gender** (which can be I do not wish to answer).

7 In the Disability section, select **Yes** for **Do you have a disability?** This must be answered in the affirmative in order to help determine the client’s eligibility for Vocational Rehabilitation program services.

8 Select the type of disability from the **If yes, What type** drop-down list.

Note: If the individual is hesitant to divulge this information, staff can reassure them by reading the statements in blue text beneath this field (see figure above).

Additional, optional demographic questions can be answered if the client chooses, which may help determine if they qualify for additional assistance via other programs (see figure below). Race and ethnicity are federally reported.

9 To provide any of this information, click the **Show Optional Prompts** link.

![](citizenship.png)  
**Additional Demographic Questions**

a. Select their **Citizenship** status from the drop-down list.

b. Enter and confirm their **Social Security Number**.

c. Specify if they are **of Hispanic or Latino heritage**.

d. Check all **Race** boxes that apply.

10 Click the **Save** button to save the information and create the client’s user account. A confirmation page appears (see figure below). If any required information is missing or incorrect, messages in red appear at the top of the page.

Note: Make sure the individual has their user name and password written down in a secure place.
To continue and create the client’s VR program application, click the **Complete Vocational Rehabilitation Application** link (see figure above). The Start page of the application wizard displays. Follow the procedure in the topic “Completing a VR Program Application” below, starting with step 3.

**OR…**

To complete a VR application for the client at another time, click **Finish**. The staff dashboard will display.

## Completing a VR Program Application

The VR application process uses a multi-page wizard to gather all the necessary information to determine an applicant’s eligibility. Many of the fields will be prefilled with data gathered during account registration.

Once the initial application is complete, staff has 60 days to determine the eligibility of the client. See the topic “Completing Forms for Eligibility Determination” for details on completing the forms that contribute to eligibility determination.

**To complete a VR program application:**

1. Find and assist the desired individual, then navigate to their Programs tab (see figure below).
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.
2 In the Vocational Rehabilitation Program (VR) panel, click the Create Title IV – Rehabilitation Act (VR) Application link (see figure above). The Start page of the wizard displays with a progress bar at the top (see figure below) and a read-only section where staff can review the client’s Identifying Information.

3 In the Application Information section, enter the Application Date (see figure below).

4 In the Location Information section, select the Local Area/Region (may display as LWIA or LWDB) and Office Location for the applicant.
To be able to save an incomplete application at any time, click the **Check here to allow saving of a partial application** checkbox (see figure above).

⚠️ *If you opt to save an incomplete application in progress—perhaps waiting to get needed information from the client—most fields will not show as required (with a red asterisk *) and will not cause errors when leaving the page; however, when you get to the last page and click the Finish button, all incomplete required fields will be flagged and must be completed before the application can be considered “Complete.”*

a. To exit the wizard before completing all pages, click the **Exit Wizard** link at the bottom of any page.

6 Click **Next** to save the data and continue to the Contact Info page.

**Contact Info Page**

Ensure that all required fields are completed correctly, making any changes as necessary.

1 To change the Social Security Number, click the **Edit SSN** link. This opens a pop-up window that lets certain staff edit the SSN.

    **Note:** The **Edit SSN** link is only available to staff with proper privileges.

2 In the Current Address section, staff can add more phone information and email addresses.

3 If desired, enter alternate contact information by clicking the **Manage Alternate Contacts** link in the Alternate Contacts section (see figure below). This opens a pop-up window that lets staff add a new contact.
4 Specify whether the applicant has a legal guardian. If Yes, the Guardian section expands so that staff can enter all applicable information about the guardianship (see figure below).

![Guardian Section](VR Application - Guardian Section on Contact Info Page)

5 Click Next to continue to the Referred By/Agency page.

**Referred By/Agency Page**

1 Select the primary agency or provider the applicant was Referred By from the drop-down list (see sample list below).
   a. If they have not been referred by a third party, select Self-referral.
   b. If an Other option, describe Other in the box provided.

![Referred By List](VR Application - Referred By List on Referred By/Agency Page)

2 In the Agency/Providers Involvement section, specify if they currently receive services from other Agencies or Providers.
   a. If Yes, check the boxes of all that apply (see sample list below).
   b. In the Referral and Agency Summary box, enter summary information about the nature of the VR referral, including agency information.
VR Application - Additional Agency/Provider List on Referred By/Agency Page

3 Click **Next** to continue to the Demographics page (see figure below).
Demographics Page

1. Enter or change information in all fields, as required.

   **General Information**

   ![Image of General Information section]

   a. In the General Information section, verify the applicant's **Date of Birth** and **Citizenship Status** by clicking the Verify link under each field to display a list of documents, then click to select one; click the Verify link again to collapse the list.

   **Note:** Some systems may have the capability of scanning documents used for verification of information. With the Document Management module, staff can upload the documents, or if a scanner is set up, they can scan images of the verification documents and attach them to the application. For details about acquiring document images, see the topic “In-Context Scanning, Linking, and Viewing” in Chapter 30 - Manage Documents.

2. In the Voter Registration section, specify whether they are a **Registered Voter**.
   a. If **Yes**, select the county in which they are registered.
   b. If **No**, the system displays **Would you like to register to Vote**
      i. Confirm that you **Provided Voter Registration Information**.
      ii. If **Yes**, select their **Voter Registration County**.

3. In the Disability Information section, make sure the individual's question response to **Do you have a disability?** is **Yes** (see figure below).
   a. Answer as many other disability-related questions with **Yes** or **No**, as much as the applicant is willing to provide, as these help with determining eligibility for various services (see figure below).
b. If they do not wish to answer, select *Did not disclose*.

4 Specify if they have an **Eligible Veteran Status**, and if Yes, if they have **Received Services from Veterans Vocational Rehabilitation**.

![Disability Information](image1)

**VR Application - Disability Information Section of Demographic Page**

5 Click **Next** to continue to the Living Environment page (see figure below).

![Living Environment Page](image2)

**Living Environment Page**

![Housing Section and Subsidy Selection List](image3)

**VR Application - Housing Section and Subsidy Selection List of Living Environment Page**
1 From the Living Environment drop-down list, choose the option that best describes the current living environment for the individual.

*Note:* This is a dynamic page and the selection here will determine if an additional section for Housing (see figure above), Homeless Status (see figure below), or no section at all, appears below this section.

2 Indicate if the status for the living environment is Permanent or Temporary.

3 Describe the living environment by selecting a statement from the Home Life Environment drop-down list (see figure below).

4 If displayed, complete the fields in either the Housing or Homeless Status section, depending on the selection made from the Living Environment drop-down list above.

   a. **Housing** - record housing details such as rent/own, if there are any subsidies and what type, and the monthly rental/mortgage amount.

   b. **Homeless Status** - record homeless status, details on housing support, and the date that homeless status was reported.

5 Click **Next** to continue to the Education/Employment page (see figure below).
VR Application - Education/Employment Page

1. If the response to **Are you attending school** is Yes, the **Student with a Disability** drop-down list displays.
   a. Select the appropriate disability status.

2. Answer all other questions as required in the Education Information and Employment Expectations sections.

3. In the last text box, write a brief description of **How Vocational Rehabilitation can assist them in becoming gainfully employed**.

4. Click **Next** to continue to the Program Expectations page (see figure below).
VR Application - Program Expectations Page

1 Answer all questions, as applicable. For most questions, answering Yes will display additional fields that must be completed.

   a. **Program Expectations** – record information related to:
      - If the individual has previously received any Vocational Rehabilitation Services (including date of any prior services received)
      - Rehabilitation Programs of interest to the individual
      - Completion of Vocational Rehabilitation Orientation (including date of completion)
      - If the individual is a Ticket to Work recipient (and all related ticket information)

   b. **Accommodations** – indicate if the individual needs any specific accommodations, such as an interpreter or environmental considerations. Yes responses will display additional required fields.

   c. **Case Assignment** – assign or reassign a Case Manager for the applicant.

   d. **Case Notes** – add or edit case notes.

2 Click Finish to complete the application. All pages will be checked, and any required fields in error must be corrected before the application can be completed. The Programs tab redisplays.

Once the initial application is complete, staff has 60 days to determine the eligibility of the client. See the topic "Completing Forms for Eligibility Determination" for details on completing the forms that contribute to eligibility determination.
Pre-Employment Transition Services Form

Pre-Employment Transition Services (Pre-ETS) are only offered to “potentially eligible” students, age 14-21, who are enrolled in a traditional, alternative, secondary, or post-secondary educational program. These services are free and may be received before VR eligibility determination. They may be provided to students directly by VR staff, by their providers, or through a partnership with educators.

Pre-Employment Transition Services include workplace readiness training, work-based learning experiences, job exploration, instruction in self-advocacy, and counseling on opportunities for enrollment in comprehensive transition or post-secondary education programs.

If additional services become necessary, or the student “ages out” of the Student or Youth programs, and these individuals have not yet applied to the VR program, they must complete the VR application process.

▶ To complete the Pre-Employment Transition Services form:

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. Click the plus sign icon ‡ to expand their VR Application section.

3. Click the plus sign icon ‡ to expand the Pre-Employment Transition Services panel, then click the Create Pre-Employment Transition Services Plan link (see figure below).

   ![Pre-Employment Transition Services Panel and Link](image)

   The Transition Services form displays on the Plan page with the wizard progress bar at the top (see figure below).
In the Plan Goal(s) section, enter the overall **Plan Goal(s)** for the transitioning student or youth in the text box.

Enter the **Expected Completion Date** for the transition plan.

Click **Next** to continue to the Objectives page.
Objectives Page

1. In the Objectives section, click the Add Objective link. A new page displays (see figure below).

   ![Objective Information](image)

   **Objective Information**
   
   * Date Established: [Today]
   * Objective: 

   ![Objective Criteria](image)

   **Objective Criteria**
   
   * Objective Achievement Criteria: 

   ![Evaluation and Review Schedule](image)

   **Evaluation and Review Schedule:**

   ![Achievement](image)

   **Achievement**
   
   Objective Achievement Date: [Today]

   ![Save and Cancel buttons](image)

2. In the Objective Information section, enter the Date Established for the goal’s objective.

3. Enter a description of the Objective in the space provided.

4. In the Objective Achievement Criteria text box in the Objective Criteria section, specify what must occur to achieve the objective.

5. In the Evaluation and Review Schedule text box, enter a timeline in which staff or another party must evaluate and review the client’s progress with the objective.

6. In the Achievement section, when the objective has been achieved, enter the date upon which the client achieved the objective.

7. Click Save. The Objectives listing page redisplays with the added objective.

8. To add another objective for the plan goal(s), repeat the above steps.

9. Click Next to continue to the Services page.
Services Page

1. In the Services section, click the Add Service link. A new page displays (see figure below).

![Pre-Employment Transition Services Form – Services Entry Page](image)

2. In the Objective section, select the Associated Objective with which the service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3. In the Service section, select the appropriate Service Category for the service.

4. Select the applicable Customer Group. This controls the display of activity service codes.

5. Click the Select Activity Code link.

6. Select the desired activity title link from the pop-up window displayed.

7. Enter the service Expected Begin Date and Expected End Date. The system calculates the service Duration.

8. Select the Service Provider of the service from the Provided By drop-down list.
   a. Selecting Vocational Rehabilitation Agency Purchase or Comparable Services and Benefits Providers will require staff to also specify the Provider Type in the drop-down field that appears.

9. Click Save. The Services listing page redisplays with the added service. Repeat the above steps to add another service for an objective.

   **Note:** These services will show up on the individual’s Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these pre-employment transition services can be closed out. See the topic “Managing Participant Activities, Enrollments and Services” below for details.

10. Click Next to continue to the Agreement page (see figure below).
1. In the Plan Choices section, indicate whether the client was:
   a. Invited to create their own Pre-ETS plan.
   b. Offered assistance to create their Pre-ETS plan.
   c. Offered the option for others to help create their Pre-ETS plan.
      • If Yes, select all others that apply.

2. In the Responsibilities section, in the text boxes provided, define the:
   a. Consumer’s responsibility to achieve the Pre-ETS plan outcome.
   b. VR Counselor’s responsibility to achieve the Pre-ETS plan outcome.
   c. Responsibility of any “third parties” to achieve the Pre-ETS plan outcome.

3. To formally document information regarding the client’s Pre-ETS plan agreements, click the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.

4. Click Finish. The Programs tab redisplays with basic plan information in the Pre-Employment Transition Services panel of the VR program.

Once a plan has been created, staff can continue with getting the client set up with applicable activities and services. See the topic “Managing Participant Activities, Enrollments and Services” later in the chapter for details.
Completing Forms for Eligibility Determination

Once a VR application has been successfully completed for an individual, other forms become available below their completed application section (see figure below).

The typical VR program workflow is presented as a set of expandable/collapsible panels on the Programs tab, where VR staff can create and complete the required forms that lead to an Eligibility Determination, which is typically required within 60 days of completing an application. VR staff will also conduct the remainder of the case management for their clients from the Programs tab.

**Note:** The panels are arranged in a logical, suggested sequence; however, each site's internal policies or business rules may require using the forms in a different sequence than presented here. Staff will be alerted by system messages if any panels/forms are prerequisites to ones they are trying to access.

![Sample VR Program Application and Form Panels](image-url)
The four forms that must be completed to determine VR eligibility are:

- Health Assessment
- Barriers
- Financial Needs Review
- Eligibility Documentation Review

These forms are covered in the topics that follow.

**Health Assessment Form**

During the Health Assessment, staff collect medical and disability status information for Order of Selection Priority Status determination. Information related to the client’s disabling conditions includes:

- Insurance
- Professional contacts
- Disabilities
- Medical status and treatments
- Medications
- Functional limitations
- Health Assessment Summary

Functional Limitations, e.g., Mobility, Communications, and Work Skills, among others, help determine an individual’s Priority Status in the system. The system uses the number of limitations entered and areas impacted to determine if the individual is a Priority 1 (Most Significant Disabilities), Priority 2 (Significant Disabilities), or Priority 3 (All other eligible). The system-calculated value will automatically display on the participant’s Certificate of Eligibility and determines their place on the wait list only if an Order of Selection is actively in place.

**Note:** Some sites may have more than three priority statuses.

**To complete the Health Assessment form:**

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Health Assessment panel and click the Create Health Assessment link (see figure below).

   ![Health Assessment Panel and Link](image-url)
The Health Assessment form displays the Insurance page (as shown below). This page is where staff records if the applicant has insurance to cover medical expenses, the type of insurance they may have, and verification of coverage.

![Health Assessment Form – Insurance Page](image)

### 4 Indicate if the individual has **Primary Medical Insurance Coverage**.

a. If Yes, select the applicant's insurance **Type of Coverage** from the drop-down list that appears.

b. Verify the applicant's insurance **Coverage Type Verification** by clicking the **Verify** link to display a list of documents and click to select one; click the **Verify** link again to collapse the list.

**Note:** Some systems may have the capability of scanning documents used for verification of information. With the Document Management module, staff can upload the documents, or if a scanner is set up, they can scan images of the verification documents and attach them to the assessment. For details about acquiring document images, refer to the In-Context Scanning, Linking, and Viewing topic in Chapter 30 - Manage Documents.

### 5 Specify if the individual has **Secondary Medical Insurance Coverage**.

a. If Yes, complete the fields that appear in the same manner as Primary.

b. Specify if there is **Other Medical Insurance Coverage**, and if so, complete like the previous sections.

### 6 Click **Next** to continue to the Professional Contacts page (see figure below) where staff enters information about the client’s current or recent physicians, therapists, or other specialists they have seen who can provide supporting documentation regarding their disabilities.
Professional Contacts Page

To add a contact, click the Add Professional Contact link.

a. Complete all required fields.

b. Specify whether staff has **Obtained Release of Information** as a signed form from the individual.
   • If Yes, enter the **Date Obtained**.

c. Click **Save** to save and return to the listing page.

d. To add another contact, repeat the above steps.

2 Click **Next** to continue to the Disabilities page (see figure below) where staff enters information about the client’s primary and any secondary disabilities.
Disabilities Page

To add a disability, click the Add Disability link.

a. Specify if this is a **Primary** or **Secondary** Disability.

b. Select the **Disability Type** and **Disability Cause** from the drop-down lists. Each type and cause has a 2-digit code associated with it and these are populated in the Disability Code fields. They will display as a single 4-digit code on the listing page (see figure above).

c. Click **Save** to save and return to the listing page. Repeat the above steps to add another disability.

Add any case notes pertaining to the client’s disability by clicking the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click **Save** to return to previous page.

Click **Next** to continue to the Medical page (see figure below) where staff enters information about the client’s most recent medical exam, medical history, and the type(s) of supporting documentation they have regarding their condition(s) and treatment.

⚠️ *All medical information is kept strictly confidential and is subject to the Health Insurance Portability and Accounting Act (HIPAA).*
Complete all required fields in the Medical section.

To add a medical treatment, click the **Add Medical Treatments** link in the Medical Treatments section.

a. Enter the name and address information of the doctor or facility that provided the treatment.

b. Enter the **Treatment Received** and its start and end dates. If treatment is ongoing, leave the **Date Treatment Ended** field blank.

c. Click **Save** to save and return to the main page.

In the Medical Documentation section, indicate if any medical documentation has been obtained.

a. If Yes, check all applicable types.

Add any case notes pertaining to the client’s medical treatments by clicking the **Add a new Case Note** link in the Case Notes section, complete the applicable fields, and click **Save** to return to previous page.

Click **Next** to continue to the Medications page (see figure below) where staff enters information about any medications the client is taking.
Specify if the client is **currently taking any medication.**

2 To add a medication entry, click the Add a New Medication link, complete the applicable fields, and click **Save** to return to previous page, which refreshes to list the added medication; if there are no applicable medications to record, click **Next.**

   a. Enter the information for the medication—type, dosage, frequency, reason, etc., then click **Save** to save and return to the main page. Repeat the above steps to add another medication.

3 Click **Next** to continue to the Functional Limitations page (see figure below) where staff enters information about any functional limitations the individual might have in the areas of: mobility, communications, self-direction, self-care, interpersonal skills, work skills, and work tolerance.
Functional Limitations Page

![Functional Limitations Form](image)

1. Click the plus/minus signs to expand/collapse a section.

2. For each item in each section, specify whether the client has *Some Difficulty*, *Cannot Do*, or *No Difficulty*. *No Difficulty* is the default if no selection is made.

3. In the Documentation section, specify if staff have **Obtained Documentation Supporting Limitation(s)** from the client, doctor, medical facility, etc.

4. Add any case notes pertaining to the client’s limitations by clicking the **Add a new Case Note** link in the Case Notes section, complete the applicable fields, and click **Save** to return to previous page.

5. Click **Next** to continue to the Health Assessment Summary page (see figure below) where staff finalizes the health assessment.
Health Assessment Summary Page

1. Indicate whether the individual’s disability interferes with their ability to obtain or retain a job.
2. Indicate whether the individual will benefit from VR services.
3. Indicate whether the client needs VR services to obtain, retain, or advance in a job.
4. Summarize the individual’s health assessment in the text box provided.
5. Add any case notes pertaining to the client’s overall case by clicking the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.
6. Click Finish. The Programs tab redisplay with the client’s Priority Status and assessment date of completion in the Health Assessment panel of the VR program (as shown below).

Barriers Form

Staff use the Barriers form to collect information regarding challenges and limitations that may affect an individual’s ability to become successfully employed. Barrier categories are: transportation, criminal, and employment-related. This data is also used to help support the client’s service needs recorded in their Individualized Plan for Employment (IPE).

To complete the Barriers form:

1. Find and assist the desired individual, then navigate to their Programs tab.

Note: See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.
2 On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3 Click the plus sign icon to expand the Barriers panel and click the Create Barriers link (see figure below).

![Barriers Panel and Link](image)

The Barriers form displays the Transportation page with the wizard progress bar at the top (as shown below).

![Barriers Form – Transportation Page](image)

4 In the Transportation Method section, specify the individual’s mode of transportation, whether they rely on public transportation, and if their mode is reliable.

5 In the Driving License section, indicate if they have a valid driver’s license, whether it’s suspended, if they’ve completed Driver’s Ed, if they have access to a vehicle, and if they have vehicle insurance. Answering Yes to most of these questions will require additional fields to be completed.

6 In the Transportation Challenges section, specify if the applicant has any transportation-related challenges or barriers that would interfere with their ability to work. If Yes, provide details in the text box that displays.

7 Click Next to continue to the Criminal page (see figure below).
Criminal Page

Barriers Form – Criminal Page

1. Specify what the individual’s **Current Conviction Status** is by selecting from the drop-down list.
   a. Selections other than **No Criminal History** will require conviction information to be entered by clicking the **Add Conviction** link and completing the fields in the pop-up window that displays.
   b. Selecting **Probation/Parole/Pre-Trial** will display additional fields that must be completed in addition to the conviction information.

2. Click **Next** to continue to the Barriers to Employment page (see figure below).

Barriers to Employment Page

Barriers Form – Barriers to Employment Page
1. This is a "catch-all" listing of possible barriers and each entry must be answered.

2. Click Finish to complete the Barriers form. The Programs tab redispays with the form date of completion in the Barriers panel of the VR program.

**Financial Needs Review Form**

In the Financial Needs Review section, staff submit information related to the client's adjusted gross income and manage other documentation regarding the client's financial needs status. The goal is to establish a Financial Needs Review (FNR) waiver on behalf of the individual. The system will automatically determine the client's economic need—unrelated to program eligibility—but rather for the purpose of paying towards the cost of certain services they may require.

An Individual is presumed eligible if he or she receives SSI or SSDI benefits, and the system will automatically set “Meets Economic Need.” If the individual does not receive SSI/SSDI benefits, then a review of the receipt of public assistance is performed by the VR counselor and documentation is obtained.

To complete the Financial Needs Review form:

1. Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon + to expand their VR Application section.

3. Click the plus sign icon + to expand the Financial Needs Review panel and click the Create Financial Needs Review link (shown in the figure below).

![Financial Needs Review Panel and Link](image)

The Financial Needs Review form displays with three initial sections (see figure below).
If staff selects Yes for the individual receiving SSI or SSDI benefits, they are presumed eligible and the system will automatically set their eligibility to "Meets Economic Need."

a. Enter the monthly SSI or SSDI amount received in the entry field that appears and use the Verify link to specify which documentation was used to verify this income (see figure below).

If the individual has applied for either SSI or SSDI, the date and status of the application must be entered.
6 Yes responses in the Social Security or Public Assistance sections will display additional required fields.

7 If all types of Social Security and Public Assistance income are negated (No), the page redisplay with 10 additional sections in which to gather financial information from the client (see figure below).

a. Click the plus/minus signs to expand/collapse each section.

b. For each item in each section, enter as much information as the client can provide. As the fields are filled in, the system continuously auto-calculates totals and economic need (see figure below).

8 Answer the required questions in the Primary Source of Support section.
Click **Save** to complete the Financial Needs Review form. The Programs tab redisplay with financial needs eligibility determination and date of completion in the Financial Needs review panel of the VR program.

**Program Entry Documents Review Form**

At this point in the application process, staff may conduct a documents review to ensure all information has been obtained prior to the eligibility determination phase. In the Review panel of the applicant’s VR program application, staff can complete a documentation checklist to ensure receipt of all necessary paperwork to meet agency requirements.

As part of this “pre-determination” review, staff will also address agency, program, and client requirements and expectations. Some required handouts staff will review with the applicant are:

- HIPAA requirements
- The client’s right to due process, which includes the ability to appeal any decision made by agency staff with which they do not agree
- The Client Assistance Program (CAP), which advises and supports individuals of their rights under the Rehabilitation Act of 1973, as amended, and Title 1 of the Americans with Disabilities Act

The Physician Estimated Physical Capacities Form, which defines the individual’s functional limitations and capacities, can be used as a checklist by VR staff in organizing and reviewing documentation.
To complete the Eligibility Documentation Review form:

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Eligibility Documentation Review panel and click the Create Eligibility Documentation Review link (see figure below).

![Eligibility Documentation Review Panel and Link](image)

The Documents Review form displays (as shown below).

![Documents Review Form](image)

4. In the VR Program Entry Documents section, enter the date the orientation was completed.

5. Click each checkbox as each item is reviewed/confirmed.
a. If Other is selected, enter the name of that document/information in the field provided.

6 In the Disability Information section, click each checkbox as each item is reviewed/confirmed.
   a. If Other is selected, enter the name of that document in the field provided.

7 To record an identification source that is not listed on this page:
   a. Click the Show Other Identification link, then click the Add Other Identification button.
   b. Complete the Other Identification pop-up box and click Save.

8 In the Document Review section:
   a. Enter the name of the staff member who completed the document review and the date it was
      completed.
   b. If applicable, enter the name of the VR district office where the review was conducted.
   c. If applicable, enter the name of the service provider that completed the review, either by
      entering it manually or selecting a provider after clicking the Select Provider link.
   d. Indicate whether a VR Supervisor has completed the document review, and if so, the date.

9 Add any case notes pertaining to the documentation review by clicking the Add a new Case Note
   link in the Case Notes section, complete the applicable fields, and click Save to return to previous
   page.

10 Click Save to complete the Documents Review form. The Programs tab redisplays with the date
    of completion in the Review panel of the VR program.

**Eligibility Determination**

To be determined eligible for services, an individual must meet the following criteria:

- Have a physical, mental, or cognitive impairment, which constitutes a *substantial impediment to
  employment*
- The Individual can benefit in terms of an *employment outcome*
- Must also *require vocational rehabilitation services* in order to prepare for, enter, engage in, or
  retain gainful employment

Following completion of an individual’s request for VR services, staff have 60 days in which to determine
their eligibility. Within this timeframe, staff must obtain the appropriate documentation from physicians,
treatment providers, and other agencies who can substantiate the applicant’s disability claim(s).

**Note:** If staff cannot make this determination within 60 days, they can either set an eligibility extension
or create a Trial Work Experience plan for the client. See the topics “Requesting an Eligibility
Extension” and “Creating a Trial Work Experience Plan” below.

To declare the individual’s eligibility, staff will complete a Certificate of Eligibility as described below.

**Note:** Staff must first document the applicant’s Health Assessment, Barriers, Financial Needs Review,
and Documents Review before creating their Certificate of Eligibility.

**To certify the client’s eligibility for VR program services:**

1 Find and assist the desired individual, then navigate to their Programs tab.
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on
   how to search for and assist clients, and the topic “Staff Profiles - Case Management
   Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the
   Programs tab.
2 On the individual’s Programs tab, click the plus sign icon + to expand their VR Application section.

3 Click the plus sign icon + to expand the Eligibility Determination panel and click the Create Certificate of Eligibility link (see figure below).

![Eligibility Determination Panel and Links](image)

The Eligibility Determination form displays (as shown below).

![Eligibility Determination Form – Determination Section](image)

4 In the Determination section, enter the Estimated Number of VR Services the client will require.

5 Enter the Estimated Number of Months of VR Services. The system auto-sets the client’s Disability Priority Status based on data entered thus far.

6 If desired, enter optional Comments about the level of service the client requires.

7 In the Disabilities section, confirm the client’s disability information. To modify this information, staff must update the client’s Health Assessment Review.

8 In the Impediment to Employment section (see figure below), confirm the client’s barriers to employment. To modify this information, staff must update the client’s Barriers information.
9 To add other impediments, enter them in the Other box provided.

10 To bolster the case, Describe how substantial VR Services will reduce, eliminate or accommodate the participant's impediment to employment in the box provided.

11 In the Eligibility Determination section, indicate whether the client is Eligible for VR Services.
   a. If Yes, enter the date upon which the client’s eligibility determination was completed.
      i. In the Program and Status section, click the checkboxes that define the areas of support the client will receive through the VR program. These are all reportable data elements.
   b. If No, the system displays the Ineligibility Determination section (see menu below):

   i. Select the Reason the client is ineligible.
   ii. Enter the date upon which the client was deemed ineligible for service.

   **Note:** If the client is deemed ineligible, staff must present “clear and convincing evidence” to prove they cannot and will not benefit from VR services in terms of an employment outcome. This abundance of documentation—which may include case notes and multiple, fully documented Trial Work Experiences—must be sufficient, should the client decide to appeal the agency’s decision.
12 Add any case notes pertaining to the eligibility review by clicking the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click **Save** to return to previous page.

13 Click **Save** to complete the eligibility determination review. The Programs tab redisplay with the following information in the Eligibility Determination panel of the VR program:

- Eligibility determination date
- Priority of Service Status
- Program status code and description
- Estimated number of VR services
- Eligibility due date

**Note:** The Eligibility Certificate will need to be printed and signed by VR staff and sent to the consumer.

**Requesting an Eligibility Extension**

If staff cannot determine applicant eligibility within 60 days of receiving the initial request for VR program services due to “unforeseen circumstances,” they may submit a request to extend the eligibility determination deadline for a specific length of time. The duration of the extension is typically a matter of agency policy, handled on a case-by-case basis, and is mutually agreed upon between staff and the client.

▸ **To extend an eligibility determination for an applicant:**

1 On the individual's Programs tab, click the plus sign icon to expand their VR Application section.

2 Click the plus sign icon to expand the Eligibility Determination panel.

3 Click the Eligibility Extension link (see figure below).

![Eligibility Extension Link](image)

4 In the Eligibility Extension section of the page that displays, click the Add Eligibility Extension Request link. The Extension Determination page displays (see figure below).

![Eligibility Extension Determination Form](image)
5 In the Extension Determination section, select the **Reason** for extending the client’s eligibility determination deadline.
   
   a. If **Other**, specify in the box that appears.

6 Enter an **Extension Request Date** to extend the determination period.

7 Add any case notes pertaining to the eligibility extension by clicking the **Add a new Case Note** link in the Case Notes section, complete the applicable fields, and click **Save**.

8 Click **Save** twice. The Programs tab redisplays with the Eligibility Determination panel open.

### Creating a Trial Work Experience Plan

During the eligibility determination process, if staff believe the client’s disabilities may be too severe to benefit from VR program services, staff must collect additional work-related information to firmly support such a determination. Staff obtain this information through a Trial Work Experience (TWE) plan, where they assess the individual’s workplace abilities, as well as barriers they must overcome to successfully perform the required work.

**Note:** Staff cannot create a TWE plan if they have already deemed the client eligible.

The design of the TWE plan enables staff to: set goals for the client, define objectives they must complete to achieve the goals, document program services they will be receiving during this time, and outline the responsibilities managed by the client, VR counselor, and other parties, if applicable.

**To create a Trial Work Experience (TWE) plan:**

1 Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2 On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3 Click the plus sign icon to expand the Trial Work Experience panel and click the **Create Trial Work Experience** link (see figure below).

   ![Trial Work Experience Panel and Link](image)

   **Trial Work Experience Panel and Link**

   The Plan page of the TWE displays with the wizard progress bar at the top (see figure below).

4 In the Plan Information section, enter the TWE plan **Start Date**.

5 In the Plan Goal(s) section, enter details of the client’s goal(s) in the **Plan Goal(s)** text box.

6 Document the client’s specific attributes that must be evaluated in the **Abilities, Capabilities and Capacities to Evaluate** text box.

7 Explain the reasoning for the client’s TWE plan in the **Justification** text box.

8 Enter the **Expected Completion Date** by which the client should achieve their plan goal(s).
9 In the Supports Needed section, click checkboxes to select each area of support the client requires to achieve the plan goals.

10 To formally document information regarding the client’s TWE plan, click the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.

11 Click Next to continue to the Objectives page.
Objectives Page

1. In the Objectives section, click the Add Objective link. A new page displays (see figure below).

2. In the Objective Information section, enter the Date Established for the objective.

3. Enter a description of the Objective for the plan goal.

4. In the Objective Achievement Criteria text box in the Objective Criteria section, enter a checklist of observable behavior the client must exhibit to achieve the objective.

5. In the Evaluation and Review Schedule text box, enter a timeline in which staff, the employer, or another party must evaluate and review the client’s workplace behavior.

6. When the objective has been achieved, in the Achievement section, enter the date upon which the client achieved the goal’s objective(s).

7. Click Save. The Objectives listing page redisplays with the added objective.

8. To add another objective for the plan goal(s), repeat the above steps.

9. Click Next to continue to the Services page.
Services Page

1. In the Services section, click the Add Service link. A new page displays (see figure below).

   ![Trial Work Experience Services Entry Page]

2. In the Objective section, select the Associated Objective with which the new service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3. In the Service section, select the appropriate Customer Group. The selected customer group controls the display of activity service codes.

   **Note:** TWE is not available for Pre-ETS Student or Youth unless they are in the process of applying for VR services and need TWE to determine VR eligibility.

4. Click the Select Activity Code link.

5. Select the desired activity title link from the pop-up window displayed.

6. Enter the service Expected Begin Date and Expected End Date. The system calculates the service Duration.

7. Select the Service Provider of the service. Selecting Vocational Rehabilitation Agency Purchase or Comparable Services and Benefits Providers will require staff to specify the Provider Type in the drop-down field that appears.

8. Click Save. The Services listing page redisplayes with the added service. Repeat the above steps to add another service for an objective.

   **Note:** These services will show up on the individual’s Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these TWE services can be closed out. See the topic “Managing Participant Activities, Enrollments and Services” below for details.

9. Click Next to continue to the Agreement page (see figure below).
Agreement Page

1. In the Plan Choice section of the Agreement page, indicate whether the client was:
   a. Invited to create their own TWE plan.
   b. Offered assistance to create their TWE plan.
   c. Offered the option for others to help create the client’s TWE plan.
      i. If Yes, select all others that apply.

2. In the Responsibilities section (see figure above), in the text boxes provided, define the:
   a. Client’s responsibility to achieve the TWE plan outcome.
   b. VR Counselor’s responsibility to achieve the TWE plan outcome.
   c. Responsibility of any “third parties” to achieve the TWE plan outcome.

3. To formally document information regarding the client’s TWE plan agreements, click the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.

4. Click Finish. The Programs tab redisplays with basic TWE plan information in the Trial Work Experience panel of the VR program.

Once a plan has been created, staff can continue with getting the client set up with applicable activities and services. See the topic “Managing Participant Activities, Enrollments and Services” below for details.
Recording Education, Employment and Partner Program Data

Staff use this form to capture the numerous data entry requirements to meet federal guidelines, including the U.S. Dept. of Education. Most of these data elements differ from similar WIOA data elements.

Most often, education and employment fact gathering is most prominent for the Individualized Plan for Employment (IPE). This data is updated and reported quarterly to the Rehabilitation Services Administration (RSA).

Questions related to Partner Program agencies help determine whether outside agencies can help fund various services provided to the consumer.

To record education, employment, and partner program information:

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   Note: See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Education / Employment / Partner Programs panel and click the Create Education / Employment / Partner Programs link (see figure below).

   The Education Information page displays with the wizard progress bar at the top (see figure below).
4 In the Education section, select the individual’s School Status, Highest Education Level, and Highest Elementary or Secondary School Grade Completed, if not auto-filled already.

5 In the Secondary Education section, select the individual’s Secondary Education Enrollment Level. If they are attending post-secondary school, select Not Enrolled in Secondary Education at or above 9th grade level.

6 Specify if they completed their secondary education, and if so, enter the date they attained their secondary school diploma.
   a. If they did not complete secondary education, specify if they completed Special Education, and if so, enter the date they completed it.

7 In the Adult Education section, specify if the individual is Enrolled in a State Adult Secondary School at the High Adult Secondary Education (ASE) Level.

8 Specify if they completed any State Adult Secondary Education, and if so, enter the date they attained their Adult Secondary School Equivalency (GED).

9 In the Post Secondary Education section, select the individual’s Post Secondary or Graduate Education Enrollment Status.
   a. If enrolled, enter their enrollment date.

10 Specify their Post Secondary or Graduate Education Completion Status.
   a. If they completed a Post Secondary Education Degree, check all applicable degree levels.
11 In the Vocational/Technical Credential, License, Certificate or Certification section, specify if the individual is **Enrolled in a Career or Technical Training Program NOT leading to a recognized Postsecondary Credential**.

12 Specify if they are **Enrolled in a Career or Technical Training Program leading to a recognized Postsecondary Credential**.

13 If applicable, specify if they completed the program.
   a. If Yes, specify if they completed a Vocational or Technical License or Certificate.
      i. If Yes to either, enter the date the credential was attained.

14 In the Other Education or Training section, specify if the individual attained any **Other form of diploma, degree, or certificate not listed**.
   a. If Yes, **Describe** it briefly and enter the date the credential was attained.

15 To add any other education or training qualifications not already covered for the client, click the **Add New Education** link in the Education and Training section, complete the applicable fields, and click **Save** to return to previous page.

16 Click **Next** to continue to the Employment Information page (see figure below).

**Employment Information**

- **Employment Status**: Not Employed: All Other Students attending school full or part...
- **Employment Status Verification**: [Verify]

**Accommodations**

- **Do you need an Interpreter?**
  - Yes
  - No
- **Do you need materials in an Alternative Written Format?**
  - Yes
  - No
- **Do you need environmental accommodations?**
  - Yes
  - No
- **Do you need other accommodations not listed above?**
  - Yes
  - No
- **Other Accommodations (Please Explain):**
  - wheelchair accessible

**Employment/Education/Partner Programs Wizard – Employment Information Page**

17 In the Employment Information section, select the individual’s **Employment Status**.
a. Any “employed” selection will display several additional fields, as shown in the figure below. Complete the fields as required.

![Additional Fields for “Employed” Selections](image)

18 Provide **Employment Status Verification** (even if unemployed) by clicking the Verify link, indicating the means of verification from the list provided, and clicking the link again to hide the list.

19 Select their **Unemployment Eligibility Status**.

20 In the Accommodations section, indicate if the individual needs any specific accommodations at their place of employment, such as an interpreter or environmental considerations (see figure above). Yes responses will display additional required fields.

21 To add any previous employment history, click the **Add Employment History** link in the Employment History section. The Add New Employment page displays (see figure below).

22 Click **Next** to proceed to the Partner Program page (see figure below).

![Partner Program Involvement](image)

23 Select the appropriate option for each program, then click **Finish** to complete the wizard. The Programs tab redisplay.
Add New Employment Page

24 Complete all fields as required in the Employer, Job Title, Occupation, and Position sections.

25 Click **Save** to add the employment history record and return to the previous page. Repeat for any additional previous employment the client had.

**Creating an Individualized Plan for Employment**

Once an individual has been determined eligible for VR services (Certificate of Eligibility), within 90 days, they will work together with VR staff to create an Individualized Plan for Employment (IPE). The two will thoroughly discuss and jointly decide the services required for the client to achieve an employment outcome based on their needs and career goals.

The IPE captures goals, expectations, financial participation, next steps, services to be provided, and any hardware or equipment to be purchased, including vendor information.

**Note:** Specific activities or services, such as counseling or referrals, are allowed prior to an actual signed IPE and eligibility determination. Other types of paid services, such as formal training, are only available once an IPE has been signed and eligibility has been determined.
To create an Individualized Plan for Employment (IPE):

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Individualized Plan for Employment panel and click the Create Individualized Plan for Employment link (see figure below).

![Individualized Plan for Employment Panel and Link](image)

The Plan page of the IPE displays with the wizard progress bar at the top (see figure below).

![Individualized Plan for Employment – Plan Page](image)

4. In the Plan Information section, enter the **IPE Plan Initiation Date**.

5. In the Employment Goal(s) section, enter details of the client’s goals in the **Employment Goal(s)** text box.

6. Enter the **Occupational/Job Title** the client wishes to pursue.
7 Click the Search for O*NET Code link. A pop-up window displays where staff can search for occupation code by keyword.
   a. As you type in the search field, matching occupation titles appear in a drop-down list.
   b. Click a title and then click Search. The found code and description are auto-filled on the previous page.
8 Specify if the plan includes subsidized employment.
9 Enter the Expected Completion Date by which the client should achieve their plan goal(s).
10 To formally document information regarding the client’s IPE, click the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.
11 Click Next to continue to the Objectives page.

Objectives Page
1 In the Objectives section, click the Add Objective link. A new page displays (see figure below).

   ![](Individualized Plan for Employment – Objectives Entry Page)

2 In the Objective Information section, enter the Date Established for the objective.
3 Enter a description of the Objective for the plan goal.
4 In the **Objective Achievement Criteria** text box in the Objective Criteria section, specify the criteria that must be met to achieve the objective.

5 In the **Evaluation and Review Schedule** text box, enter a timeline in which staff or another party must evaluate and review the client’s achievement.

6 In the Achievement section, when the objective has been achieved, enter the date upon which the client achieved the goal’s objective(s).

7 Click **Save**. The Objectives listing page redisplays with the added objective. Repeat the above steps to add another objective for the plan goals.

8 Click **Next** to continue to the Services page.

**Services Page**

1 In the Services section, click the **Add Service** link. A new page displays (see figure below).

![Individualized Plan for Employment – Services Entry Page](image)

2 In the Objective section, select the **Associated Objective** with which the service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3 In the Service section, select the appropriate **Service Category** for the service.

4 Select the appropriate **Customer Group**. The selected customer group controls the display of activity service codes.

   **Note:** VR-IPE services would not be available to a Pre-ETS student or youth unless they have been determined eligible for VR services.

5 Click the **Select Activity Code** link.

6 Select the desired activity title link from the pop-up window displayed.

7 Enter the service **Expected Begin Date** and **Expected End Date**. The system calculates the service Duration.
8 Select the **Service Provider** of the service. Selecting *Vocational Rehabilitation Agency Purchase* or *Comparable Services and Benefits Providers* will require staff to specify the **Provider Type** in the drop-down field that appears.

9 Click **Save**. The Services listing page redisplay with the added service. Repeat the above steps to add another service for an objective.

**Note:** These services will show up on the individual’s Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these IPE services can be closed out. See the topic “Managing Participant Activities, Enrollments and Services” below for details.

10 Click **Next** to continue to the Agreement page (see figure below).

**Agreement Page**

![Plan Choice and Responsibilities](image)

**Individualized Plan for Employment – Plan Choice Section**

1 In the Plan Choice section of the Agreement page, indicate whether the client was:
   a. Invited to create their own IPE.
   b. Offered assistance to create their IPE.
   c. Offered the option for others to help create the client’s IPE.
      i. If Yes, select all “others to assist” that apply.

2 In the Responsibilities section (see figure above), in the text boxes provided, define the:
   a. Client’s responsibility to achieve the IPE outcome.
b. VR Counselor’s responsibility to achieve the IPE outcome.

c. Responsibility of any “third parties” to achieve the IPE outcome.

3 To formally document information regarding the client’s IPE agreements, click the Add a new Case Note link in the Case Notes section, complete the applicable fields, and click Save to return to previous page.

4 Click Finish. The Programs tab redisplays with basic IPE information in the Individualized Plan for Employment panel of the VR program (see figure below). The plan continues on in the VR workflow to be approved.

![Individualized Plan for Employment](image)

**IPE Summary Table**

Once a plan has been created, it will be reviewed and approved by staff with the proper privileges. Staff can then continue with getting the client set up with applicable activities and services. See the topic “Managing Participant Activities, Enrollments and Services” below for details.

**Approving an Individualized Plan for Employment**

VR staff with the proper system privileges can approve IPE plans.

▶ To approve an Individualized Plan for Employment (IPE):

1 Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2 On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3 Click the plus sign icon to expand the Individualized Plan for Employment panel.

4 Click the View link (see figure below). The plan summary page displays.

![Individualized Plan for Employment Summary Table](image)

5 Scroll down to the bottom of the page to the Approval section (see figure below).
To request another staff member to approve the plan, select their name from the Request Approval drop-down list and click the Send Approval Work Item link. That staff member is sent a work item and the page redisplayed; or

To approve the plan yourself, click the Approve link. The page redisplayed with the status changed to Approved and other information (see figure below).

To print the approved IPE plan document, click the Print button and then print it from the print dialog window. You can also download it from here.

Click the Return to Programs Tab button. The Edit link for the plan will now show as Amend.

### Managing Participant Activities, Enrollments and Services

Staff manages the service delivery on behalf of the consumer from the Activities/Enrollments/Services panel of their Vocational Rehabilitation program. The activities and services may be fundable or non-fundable and will include those created by staff while managing a client’s Individualized Plan for Employment (IPE), Pre-Employment Transition Services (Pre-ETS) plan, or Trial Work Experience (TWE) plan.

**Note:** Specific activities or services, such as counseling or referrals, are allowed before an actual signed IPE and eligibility determination. Other types of paid services, such as formal training, are only available once an IPE has been signed and eligibility has been determined.
Adding a New Activity, Enrollment or Service

**Note:** By law, all planned services must be on an IPE and they are added from the plan screens.

- **To add a new activity, enrollment or service:**
  1. Find and assist the desired individual, then navigate to their Programs tab.
     **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.
  2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
  3. Click the plus sign icon to expand the Activities/Enrollments/Services panel. Any activities added previously will display in a table from which staff can view and modify the activities (see figure below).

![Activities/Enrollments/Services Panel with Existing Activities](image)

4. Click the Create Activity / Enrollment / Service link to create an activity or click the wizard icon to update an existing one (see figure above). The Activity Enrollment form displays on the General Information tab (see figure below).
General Information Tab

The General Information tab records basic information about the individual, staff member, and service the individual is seeking.

In the General Information section, select the desired **Customer Program Group**.

*Note:* The selected Customer Program Group, along with LWDB and Office Location, determine the list of activities displayed in the next section.

5. In the General Information section, select the desired **Customer Program Group**.

6. Select/confirm the local workforce development board (LWDB) and **Office Location**.

7. In the Enrollment Information section, enter the **Activity Code**, if known, or click the **Select Activity Code** link (see figure below).

   a. Click a desired Activity Title link in the pop-up that displays. The code and description are auto-filled.
If the activity will start on a future date, enter a **Projected Begin Date**.

Enter the **Actual Begin Date** (cannot be greater than today’s date).

Enter a **Projected End Date**.

In the Staff Information section, confirm the staff’s position. This is a system-set value based on staff’s account profile.

To manage case assignment, click one of the following links:

- To assign the client to a fellow VR Counselor, click **Assign Case Manager**.
- To assign the client to yourself, click **Assign Me**.
- To unassign the current case manager, click **Remove Case Manager Assignment**.
- To record who the **Previous Case Manager** was, enter their name in the box provided.
- If desired, add any **Comments** in the space provided.

**Note:** Case notes can only be added on this page after saving the information by clicking **Next** and then returning to the page.

Click **Next** to continue to the Service Provider tab (see figure below).
**Service Provider Tab**

The Service Provider tab records information related to the provider and service or course, provider location and contact, as well as any applicable Occupational Training Code.

**Activity Enrollment Form - Service Provider Tab**

1. Click the Select Provider link, then click a desired Provider Name link. This will impact the list of services, courses or contracts displayed in the next step. If there is only one provider for the service selected, the provider fields will be pre-filled.

2. Click the Select Service, Course or Contract link, then click the desired Service, Course or Contract Name link.

3. To choose another location, click the Select Provider Locations link, then click the desired location.

4. To choose another contact, click the Select Provider Contacts link, then click the desired contact person.

5. Click **Next** to continue to the Enrollment Cost tab (see figure below).

**Note:** If the activity or service does not require funding, the system skips the next four financial-related tabs (Enrollment Cost, Financial Aid, Enrollment Budget, and Budget Planning), or if your system does not include the Individual Fund Tracking (IFT) module (used to track fundable program services), the system will skip to the final Closure Information tab.
Enrollment Cost Tab

The Enrollment Cost tab records all costs of enrolling the individual in a service or activity. This is usually broken down by line item, allowing staff to focus only on those costs that pertain to the individual seeking the service. When necessary, you can enter additional line item expenditures.

If the activity has pre-determined fee- or unit-based service costs, they display as starting costs, as shown in the example below. For unit-based costs, you can change the Unit Cost and add the number of units.

1. Change or add any costs in the middle section of the form, as needed.
2. To add any additional line item costs, select a Line Item from the drop-down list and click the Add button.
   a. Line items appear in the middle of the section and the Total Enrollment Cost is adjusted, as shown in the figure below. Repeat for additional line items.
3 Click **Next** to continue to the Financial Aid tab (see figure below).

**Financial Aid Tab**

The Financial Aid tab records what role financial aid plays in the service enrollment for the individual.

1 If this service is **Financial Aid Applicable**, click Yes. The page redisplays to show the current Total Planned Cost, as provided by the service provider.
2 To explore financial aid options, click the link to view the Financial Aid Website (www.fafsa.ed.gov).

3 Click the link to Add Financial Aid. A pop-up displays available financial aid sources (see figure above).

4 Select the appropriate type of financial aid from the list. The Financial Aid tab redisplay to show an additional Financial Aid contribution area (see figure above).
   a. Specify if the amount is applicable towards the Service Cost or Participant.
   b. Specify the aid Status.
      i. If Awarded, enter the Awarded dollar amount.
      ii. If the amount is applicable towards Service Cost, enter the Budget towards Service Cost dollar amount.
   c. Click the Calculate button to determine the amount of the Total Financial Aid Contribution. The system also automatically recalculates the New Planning Cost based on available aid.

5 Click Next to continue to the Enrollment Budget tab (see figure below).

Enrollment Budget Tab

The Enrollment Budget tab records the funding options used and provides access to additional fund streams configured for the service (training programs, courses, etc.). Dollar amounts from the Enrollment Cost and Financial Aid tabs are carried over to the top of this page.

1 Click the link To Select a Budget. A pop-up displays available fund streams (see figure above). The options displayed depend on the matching enrollment data, including customer group, time period, service type, etc.
2 Click on a budget title to select that fund stream. The Enrollment Budget tab redisplayes with the budget listed (see figure above).

**Note:** Selecting a fund stream budget merely “reserves” funding until obligated through the creation of vouchers on the Budget Planning tab.

3 Click the Edit link in the Action column to display a pop-up where you can enter a new allocation amount to be covered by that fund stream in the **Funded Amount** field.

**Note:** Regardless of whether you select one or multiple streams, the system will ensure you do not increase the allocation above planned costs.

4 To review all funding changes and updates made to the fund stream budget for this service, click the History link.

5 Click **Save** to return to the Enrollment Budget tab.

6 Click **Next** to continue to the Budget Planning tab (see figure below).

### Budget Planning Tab

The Budget Planning tab compiles the funding options from all sources (financial aid, fund streams, etc.), and tabulates the planned allocated total. From here, staff can obligate funds by creating vouchers, which in turn, allow for actual payments (and refunds) to be created.

![Budget Planning Tab](image)

**Activity Enrollment Form – Budget Planning Tab**

The Budget Plan Information section summarizes the fund stream information available thus far in the enrollment process. Below each fund stream heading, you can add vouchers and then make payments.
Adding a Voucher

To add a voucher:

1. On the Budget Planning tab, click the Add a Voucher link for the desired budget (see figure above). The Add Voucher page displays (see figure below).

![Add Voucher Page](image)

2. In the Manage Voucher section, indicate the Status of the voucher; it defaults to Active. The system automatically sets the invoice as Paid in Full when the Final Payment checkbox on the Add Payment page is selected for a payment record.

3. Specify the Approval Status.

4. Select a Payable To option and review the address that displays. You may edit the address, if necessary, and indicate whether your updates should become part of the Provider profile.

5. Enter a Student ID and/or Reference No., if applicable.

6. Enter a Date and Expire Date for the voucher.

7. In the For Services Provided Between section, if the voucher only covers services performed for a portion of the time period, provide the service Beginning and Ending Dates covered by the voucher.

8. In the Cost Details section, provide all line item costs that the voucher covers.

9. Click Save to save the voucher. The Budget Planning tab redisplays with the voucher listed.

10. Click the voucher title to display summary tables (see figure below). From here, you can add a payment once the voucher is approved, refund a payment, edit the voucher, view its audit trail history, or print it. See the topic “Adding a Payment” below for details.
Voucher Summary and Options

11 To continue to the Closure Information tab, click **Next**.

12 On the Closure Information tab, if this activity is still open, simply click **Finish** without entering anything on the page. The Programs tab redisplay with the activity entered in the Activities/Enrollments/Services panel of the VR program.

13 To close an activity, see the topic “Closing an Activity, Enrollment or Service” below for details.

Adding a Payment

Once a voucher is approved, staff can add payments to it.

- **To add a payment:**

  1 On the Budget Planning tab, click the **Add a Payment** link below the voucher summary table (see figure above). The Add Payment page displays (see figure below).
2 Review the information in the Summary and Voucher Details panels for reference.

3 In the Manage Payments section, review the Amount Available, which represents the maximum possible amount for Total Program Service Costs.

4 Select the Status.

5 Enter the Paid Date. This date is required when payment status is Processed.

6 Enter the Cash Forecast Date to record the date that a cash drawdown is required or when payment is due to a vendor.

7 Enter the Check No. for tracking purposes.

8 Enter the Vendor Document #, if applicable.

9 Use the For Services Provided Between section when the payment only covers services performed for a portion of the time period. If so, provide the service Beginning and Ending Dates covered by the payment.

10 In the Details section, enter the voucher line items covered with this payment. Reference the Available and Vouchered amounts displayed below each field. After each entry, the system will automatically update the Total Program Service Costs amount, as well as the Total Amount field.

11 Enter any comments that will help document payment details.

12 If the payment amount fully satisfies the fund obligations, check the Final Payment checkbox. This will ensure no further payments can be made for the associated voucher obligation.

13 Click Save to save the payment. The Budget Planning tab redisplay with the payment summary information (see figure below).
From this tab, you can perform the following tasks at this step of the Case Status workflow:

- Add another voucher or payment
- Refund a payment
- Edit a voucher, payment, or refund
- View the audit trail history of a voucher, payment, or refund
- Print a voucher, payment, or refund
- Deallocate all remaining funds from the attached budget

Closing an Activity, Enrollment or Service

The Closure Information tab defines the outcome at the conclusion of the service and is completed only when staff are making a final closure of the service/course enrollment.

To close an activity enrollment:

1. Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Activities / Enrollments / Services panel. All added services will display in a table.

4. Click the Close link for the desired activity (as shown in the figure below).

![Activities/Enrollments/Services Summary Table](image)

The Closure Information page displays (see figure below).
Enter the **Last Activity Date**. This cannot be a future date.

6. Select the appropriate **Completion Code**.

7. To formally document the client’s service enrollment record, click the **Add a new Case Note** link, complete the applicable fields, and click **Save** to return to previous page.

8. Click **Finish**. The Programs tab redisplays with the activity closed in the Activities / Enrollments / Services panel of the VR program.

### Filing an Appeal

The reasons that clients may wish to file appeals can include eligibility determinations, cost or quality of services, termination of services, or issues with their employment plans. The types of hearings or reviews that could be conducted range from an informal dispute resolution to impartial due process hearing to civil action. Clients can even appeal a prior decision.

**To file an appeal on behalf of a client:**

1. From the Services for Vocational Rehabilitation Staff menu group, click **Manage Appeals > Create an Appeal** (see figure below). A search page displays.

2. Enter the search criteria to find the individual and click the **Filter** link. Matching individuals are listed at the bottom of the page (see figure below).
Search for and Select Client to File an Appeal

3 Click the File Appeal link for the client. The Create Appeal page displays (see figure below).

Types of Reviews and Reasons for Appeal

4 Select the Type of Review Requested and Primary Reason for Filing Appeal from the drop-down lists (see list options in figure above).

5 Select any Additional Reason for Filing Appeal, if applicable, and enter Any other appeal information in the text box.
6. To add any case notes, click the **Add a new Case Note** link in the Case Notes section, complete the applicable fields, and click **Save** to return to previous page.

7. Click **Next** to continue to the Appeal Contacts page.

8. To add any professional contacts to the appeal, for example, legal counsel, click the **Add Contact** link, complete all required fields on the pop-up page that displays, and click **Save** to save the contact and return to previous page.

9. Click **Next** to continue to the Appeals Documentation page (see figure below).

![Appeals Documentation Page](image)

**Appeals Documentation Page**

10. Specify if you have **Obtained Documentation** for the case and enter any description in the **Notes** field.

11. To upload one or more supporting documents, click the **Add a Document** button.
   a. Click the **Choose File** button to search your directory for the file to upload.
   b. Select the document you wish to upload and click the **Save** button.

12. To scan a document, click the **Scan a Document** button.

   **Note:** Some systems may have the capability of scanning documents used for verification of information. With the Document Management module, staff can upload the documents, and if a scanner is set up, they can scan images of the verification documents and attach them to the assessment. For details about acquiring document images, refer to the In-Context Scanning, Linking, and Viewing topic in Chapter 30 - Manage Documents.

13. Click **Next** to proceed to the Accommodations page (see figure below).
Specify whether the client will require any particular accommodations. Yes responses will require additional required fields to be completed.

Click Next to proceed to the Appeal Schedule page (see figure below).

Complete all required fields for the appeal hearing.

The Contents and Documents sections also appear again below the scheduling section, in case you need to add or change that information.

When the appeal is complete, click Finish. A letter will be generated to the individual, notifying them of the hearing date, time, and location.
Manually Changing Case Status

The system-set Case Status value indicates the participant's current stage in the VR workflow, from initial referral for service to case closure. As staff document, verify, and approve a participant's information, the system will set the corresponding step of the process flow, as well as the "as of" date. If necessary, staff may manually set the Case Status and as of date.

To manually change the program Case Status:

1. Find and assist the desired individual, then navigate to their Programs tab.  
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. In the Vocational Rehabilitation Program (VR) area, click the Case Status link (see figure below).

3. Select a new status from the **Case Status** drop-down list and enter the **Date of Status Update** (see figure below).

4. To formally document Case Status change information, click the Add a new Case Note link in the Case Notes section, enter the details, and click **Save**.

5. Click **Save** to record the Case Status change.

Managing Service Interruptions

Staff can place a VR case in Service Interruption status (code 24) when activities are suspended temporarily but expected to resume within a reasonable period of time. This can occur for several reasons, including:

- The participant requires medical treatment
- The participant's approved training or education program is delayed
- To address other issues that interfere with, or delay, the VR plan
To formally interrupt service delivery for a VR participant:

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. In the Vocational Rehabilitation Program (VR) area, click the Service Interruption link (see figure on previous page).

3. Specify the participant’s **Case Status at Time of Interruption** and enter the **Start Date of Service Interruption**.

4. Specify whether the **Service Interruption Was Consumer Requested or Due to Inactivity/Closure Consideration**.

5. Specify the **Type of Interruption**, e.g., disability or family leave. If **Other**, enter the reason in the **Other** field.

6. Enter the anticipated duration of the service interruption.

7. Indicate whether IPE and Supervisory Reviews have been completed.

8. Indicate whether the service interruption has ended.

   **Warning:** When recording the interruption initially, select No, and when it has ended, return to this page and select Yes. You will also need to specify the date the interruption ended, what the next action step will be, and the Case Status at the time of service reinstatement.

9. To formally document the service interruption, click the **Add a new Case Note** link in the Case Notes section, enter the details, and click **Save**.

10. Click **Save** to record the service interruption.
Recording Measurable Skills Gains

The Skills Achievement form is designed for use in programs where Measurable Skill Gains performance measures apply, including Title I WIOA, Title II Adult Education, Title III Wagner-Peyser, and Title IV Vocational Rehabilitation.

To record a Measurable Skills Gain for a client:

1. Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Measureable Skills Gain panel and click the Create Measureable Skills Gain link (see figure below).

   ![Measureable Skills Gain Panel and Link](image)

   The Skill Achievement entry page displays (see figure below).
Skill Achievement Entry Page

4 Select/confirm the local workforce development board (LWDB) and Office Location.

5 In the Skill Attainment Information section, select the Skill Type attained.

6 Enter the Date Skill Attained.

7 Select the Type of Achievement. The following table displays the combination of skill types and achievement types available:

<table>
<thead>
<tr>
<th>Skill Type</th>
<th>Achievement Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-secondary Transcript/Report Card</td>
<td>• Completed minimum of 12 credit hours in semester and meets academic standards</td>
</tr>
<tr>
<td></td>
<td>• Part-time student and completed at least 12 credit hours over the course of two completed consecutive semesters and meets academic standards</td>
</tr>
<tr>
<td>Secondary Transcript/Report Card</td>
<td>• Report card/transcript for one semester and meets academic standards</td>
</tr>
<tr>
<td>Training Milestone</td>
<td>• Achieved satisfactory or better progress reports towards an established OJT training milestone – not previously recorded</td>
</tr>
<tr>
<td></td>
<td>• Completed 1 year of Registered Apprenticeship program and achieved satisfactory or better progress report</td>
</tr>
<tr>
<td></td>
<td>• Other training milestone</td>
</tr>
<tr>
<td>Skills Progression</td>
<td>• Successfully completed a required exam for a particular occupation</td>
</tr>
<tr>
<td></td>
<td>• Satisfactory progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams</td>
</tr>
<tr>
<td></td>
<td>• Other skills progression achievement</td>
</tr>
</tbody>
</table>
Recording Educational Functioning Levels

Educational Functioning Level (EFL) descriptors for literacy/English language arts are intended to determine the appropriate initial ABE or ESL level in which to place students, and in later assessments, to measure improvement in the basic literacy skills.

If students' skills have improved sufficiently to be placed in one or more higher levels, an "advance" is recorded. This process occurs every fiscal year, between July 1 and June 30.

There are six EFLs: 1) Beginning Literacy; 2) Beginning; 3) Low Intermediate; 4) Middle/High Intermediate; 5) Low Adult/High Intermediate; and 6) Adult/High Adult.

To create an Educational Functioning Level record:

1. Find and assist the desired individual, then navigate to their Programs tab.

   Note: See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual's Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Educational Functioning Level for Measureable Skills Gain panel and click the Create Educational Functioning Level Record link (see figure below).

   Educational Functioning Level for Measureable Skills Gain Panel and Link

   The Educational Functioning Level entry page displays (see figure below).
4 Select/confirm the Customer Group, LWIA/Region, and One Stop Location.

5 In the Pre-Test section, select the Assessment Category taken (ABE or ESL).

6 Select the Type of Assessment taken in that category.

7 If you know the Assessment Form/Version Info, you may enter that.

8 Select the Functional Area of the assessment.

9 Enter the Date of Pre-Test.

10 Enter the Pre-Test Score. The score determines the values of the next two fields: Educational Functioning Level and Score reflects Basic Skills deficient (Yes or No).

   **Note:** Basic skills deficient means either a youth, who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or an individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

11 Click Save to complete the EFL record. The Programs tab redisplay a summary table (see figure below).

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**Educational Functioning Level Summary Table**
Managing Employment Outcomes

Staff use this form to record employment details for a client’s primary occupation, which may be used for a variety of reasons, including federal reporting and provider contract performance review. Employment does not close a client’s case; they must remain employed for at least 90 days for their case to close successfully.

To enter an employment outcome:

1. Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3. Click the plus sign icon to expand the Employment Outcome panel and click the Create Employment Outcome link (see figure below).

   ![Employment Outcome Panel and Link](image)

   The Employment Outcome page displays (see figure below).

   ![Employment Outcome Page](image)

4. Enter the name of the client’s job or occupation title in the Primary Occupation for Employment Outcome field.
5 Click the Search for O*Net Code link to search for and select the correct occupation title. This will auto-fill the Current Occupation code and title fields.

6 Specify Yes or No for whether the employment outcome goals are consistent with the client’s IPE employment goals in the areas of Occupation, Wage, Hours, Benefits, and any Other goal.
   a. For any No responses, provide explanations in the text box provided.

7 Enter the Start Date of Employment in the client’s Primary Occupation.

8 Enter their Hourly Wage, Hours Worked in a Week, and whether it is Full or Part Time work.

9 Select the Type of business worked in, if they have any security clearance, and what the overall Employment Outcome is for the client.

10 Add any case notes by clicking the Add new Case Note link, complete the applicable fields, and click Save to return to previous page.

11 Click Save to record the outcome. The Programs tab redisplays.

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Exiting a Case

At any point in the VR workflow (any Case Status), and for a variety of reasons, staff can close a case by completing the Exit form.

To exit a case:

1 Find and assist the desired individual, then navigate to their Programs tab.

   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and the topic “Staff Profiles - Case Management Profile” in Chapter 4 - Individuals - Case Management to learn how to navigate to the Programs tab.

2 On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

3 Click the plus sign icon to expand the Exit panel and click the Create Exit link (see figure below).

   ![Exit Panel and Link](image)

   The Employment at Exit page displays with the Exit wizard progress bar at the top (see figure below).
Select the client’s **Employment Status at Exit**.

5. If applicable, click the **Search for O*Net Code** link to search for and select the **Primary Occupation at Exit**. This will auto-fill the **Occupational O*Net Code and Description** fields.

6. Specify any **Special Employment** situation by selecting from the drop-down list.

7. If applicable, the **Start Date of Employment in Primary Occupation at Exit**.

8. If applicable, in the Earnings section, enter the client’s **Weekly Earnings at Exit** amount and **Hours Worked in a Week at Exit**.

9. Click **Next** to continue to the Exit Details page (see figure below).
10 Enter the Date of Exit.
11 Select the Type of Exit (see examples in figure above).
12 Select the Reason for Exit (see examples in figure above).
13 Click Next to continue to the Support at Exit page (see figure below).

**Support at Exit**

- Social Security Disability Insurance: $0.00
- Supplemental Security Income (SSI) for Aged, Blind or Disabled: $0.00
- Temporary Assistance for Needy Families (TANF) at Exit: $0.00
- General Assistance (State or local government) at Exit: $0.00
- Veterans' Disability Benefits at Exit: $0.00
- Workers' Compensation at Exit: $0.00
- Other Public Support at Exit: $0.00
- Primary Source of Support at Exit: [Select]

**Exit Wizard - Support at Exit Page**

14 Enter dollar amounts for any type(s) of applicable support the client had at the time of exit.

a. If financial data was provided on the Financial Needs Review form, you can click the Set with Financial Needs Values link to populate applicable fields.

15 Click Next to continue to the Medical Coverage at Exit page (see figure below).

**Medical Insurance Coverage at Exit**

- Medicaid: Yes ☑️ No ☐ Did not disclose
- Medicare: Yes ☑️ No ☐ Did not disclose
- State or Federal Affordable Care Act Exchange: Yes ☑️ No ☐ Did not disclose
- Public Insurance from Other Sources: Yes ☑️ No ☐ Did not disclose
- Private Insurance Through Employer: Yes ☑️ No ☐ Did not disclose
- Not Yet Eligible for Private Insurance Through Employer: Yes ☑️ No ☐ Did not disclose
- Private Insurance Through Other Means: Yes ☑️ No ☐ Did not disclose

**Exit Wizard – Medical Coverage at Exit Page**

16 Specify Yes or No for whether the individual had any type(s) of medical insurance coverage at the time of exit.

17 Click Finish to complete the Exit form. The Programs tab redisplay showing the exit date and an Edit Exit link for any changes that may be needed.